



November 2006
FLSA: NON-EXEMPT

COMMUNICATIONS SUPERVISOR

DEFINITION

Under general direction, plans, schedules, assigns and reviews the work of Communications Center staff within the Police Department; provides complex assistance to the Communications Manager; performs a variety of administrative and operational tasks relative to the activities of the Communication Center; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory or management personnel. Exercises direct supervision over assigned staff.

CLASS CHARACTERISTICS

This is the full supervisory-level class in the communications dispatch series. Responsibilities include planning, organizing, supervising, reviewing and evaluating the work of communications dispatch staff either directly or through lead workers. Incumbents are expected to independently perform the full range of communications dispatch duties. Performance of the work requires the use of considerable independence, initiative and discretion within established guidelines. This class is distinguished from the Communications Manager in that the latter has management responsibility for all communications dispatch operations functions and activities of the City.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises and reviews the work of assigned staff in the Communications Center.
- Trains staff in work and safety procedures and in the operation and use of technology, equipment, and databases; oversees the dispatcher training program and implements procedures and standards.
- Evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Monitors operations and activities of the Communications Center; recommends improvements and modifications and prepares various reports on operations and activities.
- Determines and recommends resources, materials, and staffing needs for assigned function; participates in the annual budget preparation; prepares detailed cost estimates with appropriate justifications, as required; maintains a variety of records and prepares routine reports of work performance.
- Performs the most complex communications dispatch-related duties and provides assistance and mentoring to lower-level staff; takes emergency calls and handles emergency situations, as needed.

- Receives and evaluates 911 police, fire and medical emergency calls, and related business calls for the City during specified hours; provides information and/or transfers calls to the appropriate department, agency or response organization; takes messages for Police Department personnel.
- Dispatches public safety emergency units in accordance with established procedures and policies using a computerized dispatch system, including determining priority of emergency and sending appropriate response unit, including police, fire, emergency medical personnel, towing services, utilities.
- Provides emergency medical instructions to callers, including CPR, childbirth and other medical instructions according to standardized Emergency Medical Dispatch Pre-Arrival Instruction established through the National Academies of Emergency Dispatch.
- Maintains accurate departmental and law enforcement records and files; researches and compiles information from such files.
- Answers questions and provides information to the public; investigates complaints; recommends corrective actions to resolve issues.
- Acts as Communications Manager as assigned.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of Communications Center activities and operations, including project and program planning, implementation, and administration.
- Principles, practices, technology, equipment, databases, and other materials of communications dispatch operations.
- Applicable Federal, State and local laws, ordinances, regulations, and guidelines relevant to assigned duties.
- Functions, principles and practices of law enforcement agencies.
- Operation of computer-aided communications equipment, including multiple telephone lines and radio systems.
- Principles and practices of data collection and report preparation.
- Principles and practices of record keeping.
- Business arithmetic and basic statistical techniques.
- Modern office practices, methods and computer equipment.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing with and solving the problems presented by a variety of individuals from various socio-economic, cultural and ethnic backgrounds, in person and over the telephone.
- Techniques for providing a high level of customer service to the public and City staff, in person and over the telephone.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Supervise, train, plan, organize, schedule, assign, review and evaluate the work of staff.
- Organize, implement and direct Communications Center operations and activities.
- Analyze, interpret, apply and enforce Federal, State and local policies, procedures, laws and regulations.
- Understand, interpret, and successfully communicate both orally and in writing, pertinent department policies and procedures.

- Identify problems, research and analyze relevant information, develop and present recommendations and justification for solution.
- Perform the most complex communications dispatch duties and operate related equipment safely and effectively.
- Research, analyze, and evaluate new service delivery methods, procedures and techniques.
- Prepare clear and concise reports, correspondence, procedures and other written materials.
- Maintain accurate records and files of work performed.
- Develop and recommend systems and procedures related to assigned operations.
- Make sound, independent decisions within established policy and procedural guidelines.
- Organize own work, set priorities and meet critical time deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade supplemented by college-level coursework in communications, business or public administration, or related field, and five (5) years of increasingly responsible experience as a Communications Dispatcher, including two (2) years lead or supervisory experience.

License:

- Valid California class C driver's license with satisfactory driving record may be required.
- Medical Priority Emergency Medical Dispatcher Certification.
- CPR Certification.
- Successful completion of POST Communications Training Officer course.
- POST Public Safety Dispatcher Certificate.
- Certified CLETS trainer by the Department of Justice.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification that requires extended periods of time of sitting; standing in work areas and walking between work areas may also be required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.